

RECRUITMENT



CONDUENT BUSINESS SERVICES, LLC **East Hartford, CT**

- ❖ F/T Transaction Processing Associate III (Job ID#568129)
- ❖ F/T Customer Experience Associate II (Job ID#574989)
- ❖ F/T Quality Assurance Auditor (Job ID#705507)
- ❖ F/T Business Analyst I/Help Desk Support Analyst (Job ID# 897564)
- ❖ F/T Appeals Coordinator (Job ID#897834)

Wednesday, May 25, 2022
From 1:00 PM – 4:00 PM
Hartford American Job Center
3580 Main Street, Hartford, CT

JOB INFORMATION AND REQUIREMENTS

Transaction Processor Associate III - Job Order # 568129: F/T positions available in East Hartford, CT. Reporting to a Transaction Processing Supervisor, the Transaction Processing Associate is responsible to work on various Transaction Processing projects. These projects involve researching, analyzing, and updating consumer information utilizing different systems.

Qualifications:

- Ability to Type at least 45 WPM.
- Ability to organize work, set priorities, remain flexible and adapt to change with a positive approach.
- Proficiency (or ability to be trained) with company standard software and PC systems.

Hourly Rate for Transaction Processor Associate III is \$19.24

Experience/ Education: College Degree and Eligibility Determination/Transaction Processing experience preferred.

Temporary Customer Experience Associate II - Job Order # 574989: F/T positions available in East Hartford, CT. Reports directly to a Call Center Supervisor. Provides courteous and accurate one to one telephone contact with HUSKY consumers, assisting in providing program, account information and password reset assistance for the online Consumer Portal. Use the designated system to document calls, requests and status information.

Qualifications:

- Ability to Type at least 40 WPM.
- Basic understanding of a call center environment and quality monitoring processes.
- Bilingual capabilities a plus.

Experience/ Education:

- Associates degree from an accredited college or university preferred.
- Two (2) years minimum experience in call center environment.
- Two (2) years minimum experience in a healthcare field.

Hourly Rate for Customer Experience Associate II is \$16.83

F/T Quality Assurance Auditor - Job Order # 705507: F/T position available in East Hartford, CT.

Reporting to the Quality Assurance Supervisor, the Quality Assurance Specialist is responsible to conduct quality reviews of the various functional areas, identify trends or issues that are occurring, always with a focus on continual improvement. Qualified candidates will bring forward innovative strategies for continuous quality improvements.

Qualifications:

- Ability to Type at least 40 WPM.
- Ability to use MS Word, MS Excel and MS Outlook required.
- Bi-lingual preferred.

Salary for Quality Assurance Auditor is based on experience

Experience/ Education: College Degree preferred. Experience in auditing of a call center or transaction processing knowledge. Experience in public sector healthcare, Medicaid and/or CHIP a plus.

Business Analyst I / Help Desk Support Analyst - Job Order # 897564: F/T position available in East Hartford, CT. Reporting to the IT Manager, the Business Analyst I is responsible for providing the necessary technical support to our operations from troubleshooting issues to provide solutions or workarounds with minimum impact to our daily operations. Also, the Business Analyst I is expected to be the liaison between our operations and our client, internal technical team, and other vendors related to system issues and/or system defects; therefore, it is expected for the Business Analyst I to understand the technical operations as well as the overall business process. Qualified candidates will bring forward innovative strategies for operational improvements.

Qualifications:

- Knowledge and ability to learn hardware and software.
- Basic server troubleshooting.
- Ability to problem solve through analysis and ongoing feedback.

Hourly Rate for Business Analyst / Help Desk Support Analyst is \$28.00

Experience/ Education: Bachelor's Degree in Information Technology, Computer Science or related field or Associates Degree in similar field with 3 years' experience. Minimum of 1 to 2 years' work experience in help desk support ideally including 1 year of network experience or technical skills.

Appeals Coordinator - Job Order # 897834: F/T position available in East Hartford, CT. Responsible for analyzing and resolving verbal and written appeals from consumers. Responding to requests for information from Department Hearing officers. Researching, verifying, and evaluating case information and other factors in effort to facilitate resolution within Access Health CT (ahCT) procedures and federal regulations and statutes governing the program. Identifying and reporting error trends discovered during the Grievance Mediation process to the Quality Assurance Supervisor. Demonstrate strong understanding of Medicaid, CHIP and the Affordable Care Act.

Qualifications:

- Excellent customer service skills.
- Previous experience demonstrating problem-solving skills.

Hourly Rate for Appeals Coordinator is \$21.00

Experience/ Education: College degree (minimum of Associates) or equivalent work experience. 2+ years of grievance or appeals experience.

INTERVIEW PREPARATION INSTRUCTIONS

❖ Bring Résumé or Outline of Work Experience	❖ Must be at least 18 years of age
❖ Applicant will be subjected to Background Check	❖ Applicant will be subjected to a drug test

For more information visit www.CTHires.com. Click on **Find a Job** then the **Job Number Search** tab. Enter the Job Order Number then click **Search**. (See above for Job ID #)

If you are interested in attending this recruitment event, you **MUST** be a registered user of CTHires to participate in this event. If you are not registered, please visit www.CTHires.com to register as an Individual prior to the event.

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